



# Every Day Matters

## 2023 GRATITUDE REPORT



**Marji Ream**  
President / CEO

**Because of you,** we continue to be a mission-driven, not-for-profit organization. How do patients and families benefit from us being a mission-driven, not-for-profit organization? *The care and*

*services we deliver are not limited by the Medicare hospice benefit or private insurance limits, rather by excellence for everyone!*

Your generous giving, volunteering and passion for telling *your* wonderful stories about The Hospice of East Texas ensures that our extraordinary care will continue to be available. Thank you!

Our actions and decisions continue to be based on our **Guiding Principles**, *values that have served the East Texas Community and stood the test of time for forty-one years:*

- The patient and family will be active participants in the development of care plans which emphasize their choices and values.
- Hospice affirms life.
- Hospice strives to relieve suffering and focus on physical, emotional, and spiritual concerns.
- Core hospice services are provided regardless of financial circumstances.
- Bereavement services will be available to the community at large.
- Hospice will be an advocate for patients and families in need of Hospice service.
- Hospice is committed to providing all services in an ethical manner that promotes the true meaning of community service.
- Services are provided to all qualified persons who reside in the Hospice of East Texas service area without discrimination on the basis of age, race, sex, religion, or handicap.

Please know – and always remember – how very grateful we are for YOU...for your prayers, for your loyalty, for your trust. You bless our mission **every day.**

## Messages of Gratitude from the Board Chairs



**Garnett Brookshire**  
Hospice of East Texas  
Board Chair

My sincerest gratitude to all who contribute their valuable time, talents, and resources to support the incredible mission of The Hospice of East Texas. Your countless volunteer hours, selfless giving of financial resources and advocating of our services to the community help fuel the passion and drive of everyone who

advances our mission day-in and day-out.

2023 was a year in which Hospice of East Texas finally saw a return to normalcy after three long, challenging years affected by Covid. HOET's executive leadership team once again put their talents and tenacity on display, building a stronger, more resilient organization after enduring the many challenges resulting from the pandemic. Overall morale and passion for delivering world-class customer service is at an all-time high. Weekly heartfelt testimonials and generous donations are continued signs of a healthy organization.

**The Board is especially proud of HOET's 5-Star rating awarded in 2023 by the Centers for Medicare & Medicaid Services (CMS).** The CMS publishes CAHPS Hospice Star Ratings on its Care Compare website and the Provider Data Catalog, which make it easier for consumers to use the quality information on the Compare websites and spotlight excellence in healthcare quality. **Only 10% of hospices nationwide achieve this top rating of 5-Stars.**

In addition, the Board continues to strengthen its relationships with local hospital systems and support the tremendous efforts of the Foundation team, who are doing an excellent job communicating the many ways in which we provide invaluable services to our community. In the coming year, the Board is prioritizing some long-range strategic deliberations that will allow Hospice of East Texas to remain financially sustainable and relevant in our markets for another 41 years. Thank you again for your continued support and may God Bless each of you in the new year.



**Eddie Howard**  
Hospice of East Texas  
Foundation Board Chair

**The impact of your gifts to the Hospice of East Texas Foundation simply cannot be overstated.** As our community grows and our population ages, the need for expert, compassionate end-of-life care grows too.

You are already aware that the benefits of Medicare, Medicaid and private insurance that we all rely on are under significant pressure. Out of your abundant blessing in 2023, you gave financial gifts as well as sharing time and talent. Your volunteer hours spent visiting with patients and their loved ones, providing meals or snacks, donating items for our up-leveled Resale Shops and driving the truck to pick up and manage the donations all added up.

Because of your generosity in 2023, The Hospice of East Texas was honored to care for 2,171 patients and their families.

I experienced this extraordinary care firsthand when my mother-in-law was brought to HomePlace in 2022.

**It was not just the care, but the care with which it was delivered** that touched our entire family and filled our lives with grace. I reflected on a favorite verse – John 3:16 “For God so loved the world that he gave...” – He gave the ultimate gift and so many more. I thought, “He will see us through this and all things”.

Both Garnett and Marji with whom I share this page are owed a debt of gratitude for their **outstanding leadership and perseverance in charting a future course** in which The Hospice of East Texas will be both relevant and sustainable. I am proud to stand with them – and all of you – in working together to **make every day matter.**

# Excellence for Everyone

Throughout East Texas, the dedicated staff and volunteers of The Hospice of East Texas provide extraordinary care and compassion to patients and to the families who love them. As the region’s largest and longest-serving hospice organization, our commitment to care is unique in its quality, depth, and breadth of service.

**AND YOU MAKE IT POSSIBLE.**

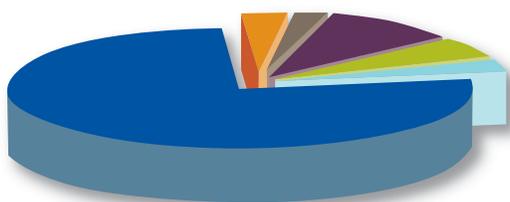
Total patients cared for in 2023 .....	<b>2,171</b>
Patients per day (Home Care average daily census) .....	<b>242</b>
Patients per day (HomePlace average daily census).....	<b>17</b>
Miles driven for patient care.....	<b>1,697,334</b>
Total amount of unfunded care provided to those without a payor source.....	<b>\$588,409</b>

## CONSOLIDATED FINANCIAL SNAPSHOT

(Hospice of East Texas, Hospice of East Texas Foundation, Texas Palliative Care combined)

The Hospice of East Texas, Hospice of East Texas Foundation and Texas Palliative Care are committed to investing our revenue and philanthropic support to maximize patient and family care.

### Source of Funds 2023



■ Medicare.....	76.6%
■ Medicaid.....	3.2%
■ Other Insurance .....	2.3%
■ Memorials, Donations, Fundraising, Thrift Store, Soda Shop ....	9.1%
■ Investment / Interest .....	5.6%
□ Other Operating .....	0.1%
■ COVID Government Assistance.....	3.1%

### Use of Funds 2023



■ Operations, Pt Care, Professional Svcs, Volunteer Svcs, Bereavement .....	63.1%
■ Pt Expense (Supplies, Med, Equip, Ambulance, Contract Hospital), Face to Face .....	16.4%
■ Building.....	6.7%
■ General & Administrative (HOET + HOETF), Investment Expenses, TPC.....	13.8%

Funds based on a percent of total revenue.

## Community Contributions

**2,867**  
Monetary  
Gifts

**\$2,161,874**  
Contributions  
Received

**\$32,153**  
East Texas  
Giving Day Total

**\$127,367**  
Light Up A Life  
Total

**\$2,100,000**  
HOET Foundation  
Grant to HOET

Thank *YOU.*

# YOU Help Make Every Day *Matter*



## Special Highlights of 2023 because of YOU...

### LOVING ATTENTION

- **396** patients who were veterans and recognized for their service
- **175** dedicated volunteers serving our mission
- **17,919** volunteer hours
- **\$468,630** saved by utilizing volunteers
- **\$170,000** net income from Hospice Thrift Shops, serving our communities in Henderson and Nacogdoches

### CARING SUPPORT

- **14,555** bereavement mailings and **2,220** phone calls to families after the death of their loved one
- **1,842** personal touchpoints for grieving children and teens
- **303** personal touchpoints for grieving adults
- **39** support groups/seminars/workshops for those grieving a loss
- **2** special remembrance ceremonies

### QUALITY

- Since 2004, Hospice of East Texas has been accredited by CHAP (Community Health Accreditation Partner), demonstrating that Hospice of East Texas meets the industry's highest nationally recognized standards for quality care and commitment to continuous improvement.

- In July of 2023, The Hospice of East Texas received the Hospice Caregiver Satisfaction Award from SHP (Strategic Healthcare Programs), recognizing The Hospice of East Texas' superior performance – scoring above the national average for each hospice quality measure from the caregiver's point of view.

## TPC TEXAS PALLIATIVE CARE

The growth of **Texas Palliative Care**, a company created by The Hospice of East Texas, and their community service **Pathways** was significant. Texas Palliative Care (TPC) consultation services have been available at CHRISTUS and UT Health East Texas in Tyler for six years. Services were expanded into CHRISTUS Good Shepherd in September of 2022. That service, as well as TPC clinics in Tyler and Longview, grew to serve a record number of patients in 2023.

### When should someone seek palliative care?

According to Dr. Jason Holman, one of our board-certified palliative care physicians, "Anytime a patient is diagnosed with a serious illness, they could benefit from seeing a palliative care doctor. Also, patients who are admitted to the ICU, because by definition, that is a serious medical condition, could be well-served by a conversation with a palliative care specialist".

To learn more about Texas Palliative Care and Pathways please visit: [www.hospiceofeasttexas.org/palliative-care/](http://www.hospiceofeasttexas.org/palliative-care/), [www.hospiceofeasttexas.org/pathways/](http://www.hospiceofeasttexas.org/pathways/) or call Telephone 903-266-3400.



Hospice of East Texas

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Hospice of East Texas Foundation

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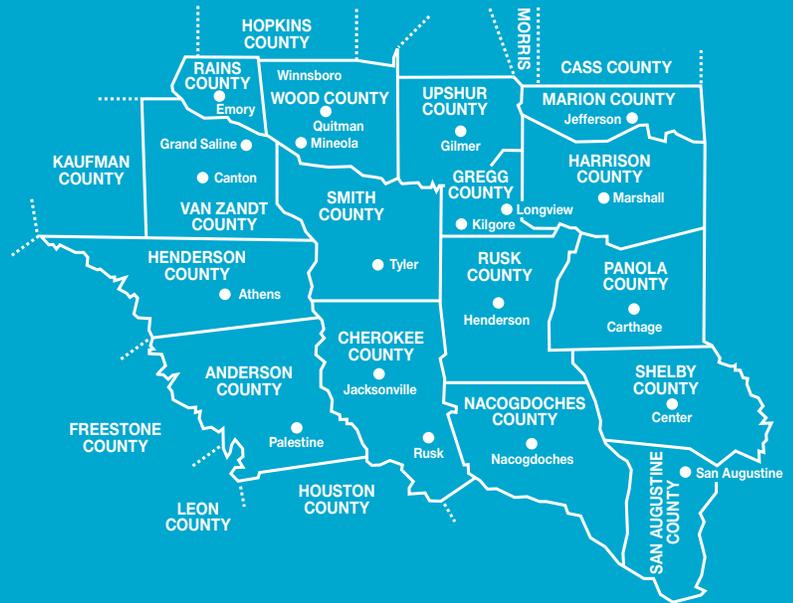
## Our Mission

Hospice of East Texas seeks to enhance the quality of life for individuals and families dealing with life-limiting illnesses and to assist bereaved family members by providing compassionate, comprehensive, coordinated care and support.

## Our Vision

We are the blueprint for extraordinary end-of-life care; inspired by our commitment to our patients, our people and our purpose.

## Serving East Texas



## Hospice of East Texas



WE HONOR VETERANS  
*Hospice Professionals on a Mission to Serve*



**Awarded 5 Stars by Medicare's Family Caregiver Survey**